

Number of Amenity/Site Complaints Received per Month Metro Parks & Recreation

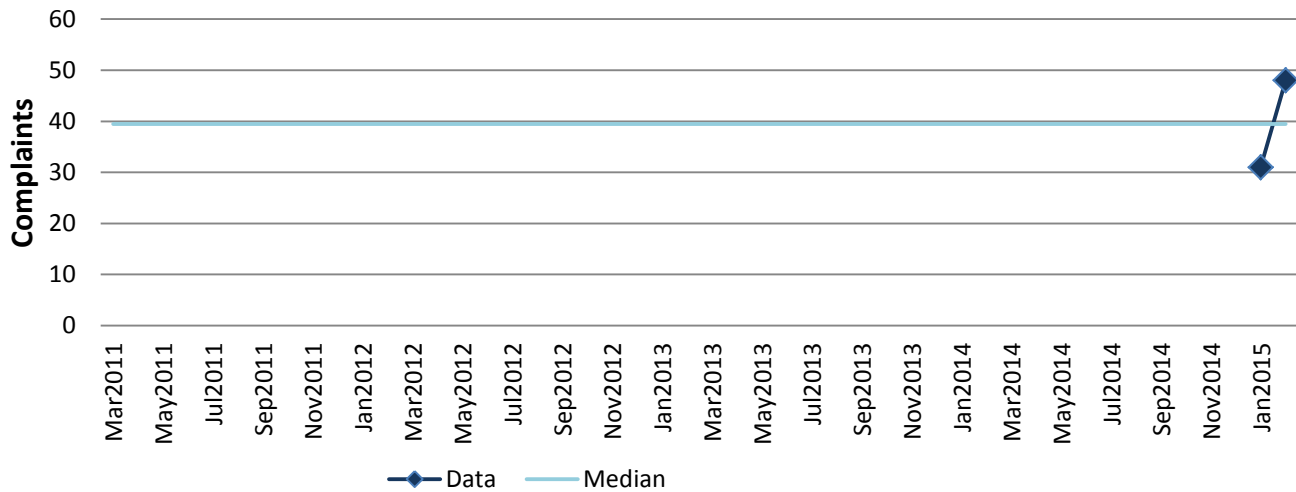


KPI Owner: Tim Jones

Process: Implement & Maintain Safe Amenities

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD - need 1 year of data Goal: TBD - need 1 year of data Benchmark: TBD - need 1 year of data		Data Source: MetroCall, Public Inbox Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Combine MetroCalls and Public Inbox complaints, categorized by location and type of complaint. Why Measure: To better understand areas for improvement. Next Improvement Step: Track data for 1 year, then create baseline, benchmark, and goal.		
How Are We Doing?					
Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
TBD	79		TBD	48	
Complaints	Complaints		Complaints	Complaints	

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1/1/2015 - 2/28/2015 Pareto Analysis

